

J O B A N N O U N C E M E N T

POSITION TITLE: Case Manager Supervisor (Non-Bargaining) **PCN:** 103130

DEPARTMENT/LOCATION: Workforce Development-CCMEP/Northland **P. R.:** N15

REPORTS TO: Administrative Officer, Workforce Development

RESPONSIBILITIES: Provide direct supervision to the Comprehensive Case Management Employment Program (CCMEP) unit for conducting framework services (e.g., intake, assessment, and completing individual opportunity plans to identified activities, case management, and follow-up services. Provide specific case information to customer inquiries and/or complaints. Establish system to monitor, report, and track CCMEP participants. Assign caseload to Case Managers, review cases, set and monitor employee schedule, conduct staff meetings, and review timesheets. Monitor CCMEP for adherence to applicable local, state, and federal statutes, regulations, policies and procedures. Work with local organizations and assist in the identification and development of services or other resources. Review customer service complaints and recommend corrective action. Review and evaluate staffing levels and redistribute workloads. Prepare reports, evaluate and analyze related data within required systems.

MINIMUM QUALIFICATIONS: Bachelor's degree in any field supplemented by three (3) years experience in social work, case management or public assistance programs; or any equivalent combination of training and experience. **Preferred Qualification:** Bachelor's degree in social work, human services, or related field with three (3) years of experience conducting comprehensive bio/psycho/social assessments and utilizing a community case management approach to serve client needs for employment and support services in a youth or young adult setting and one (1) year of supervisory experience.

STARTING SALARY: \$24.53 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Friday, October 28, 2016

DEADLINE TO APPLY: Thursday, November 10, 2016

If interested, please go to <http://commissioners.franklincountyohio.gov/hr/> and apply on-line.

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